

# JOB OPPORTUNITY

Franchise Tax Board is an equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent  
Full-time

☐ Permanent  
Intermittent

☒ Limited-term  
(Temporary)  
Length 3-12 months

☐ Formal Training  
and Development  
Assignment

Position Title: Tax Technician

Classification: Tax Technician

Location: Sun Center I

Section/Unit: Filing Compliance Bureau/Withholding  
Services And Compliance Section

Salary Range: \$2,331 - 3,201

Number of Vacancies: 3-Perm. / 1-LT

## Job Description: (includes typical duties)

Under the direct supervision of a Customer Service Supervisor, in the Withholding Services and Compliance Section, the Tax Technician performs tasks supporting the Withholding program consistent with the policies and procedures established for the program. Primary responsibilities include performing activities necessary to provide assistance to taxpayers, withholding agents and tax professionals through the telephone Automated Call Distribution (ACD) and correspondence. The Technician will explain pertinent withholding legal provisions, regulations, and related administrative practices and their application to specific cases.

## Required Knowledge, Skills, and Abilities:

- Excellent interpersonal and customer service skills.
- Ability to exercise good judgment.
- Ability to analyze, make decisions, and take effective action
- Excellent communication and verbal skills.
- Strong organizational skills.
- Ability to work independently and in teams.
- Ability to adjust to changing situations.
- Ability to handle multiple tasks.
- Available to work till 5:00 p.m.

## Desirable Experience/Qualifications:

- Knowledge and experience using MS Office Products.
- Automated Call Distribution (ACD) call center experience.
- Sense of humor.

Mail or hand deliver your application by: April 1, 2005

Contact Person: Carl Browning or Victor Arguelles Telephone Number: 2713 or 6117

Address/Room Number: PO Box 550, Sacramento, CA 95812-0550, Attention: Exams (with name of contact person)

Special Instructions: **FTB employees please hand deliver or route to Carl Browning at M/S F-265.**

Include STD 678 and a resume

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

**All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation.** The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

Franchise Tax Board's TDD telephone number is (800) 822-6268.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.